

OVERVIEW: Ticketing System for CCIT

65 Faye Buckley August 2, 2023 [Support & Services](#)

TO LEARN MORE ABOUT THE TICKETING SYSTEM AT CCIT, PLEASE READ THE DESCRIPTIONS BELOW:

Clemson Computing and Information Technology (CCIT) employs hundreds of technicians and specialists across dozens of departments and groups. The major collaboration tool used across many departments is Cherwell. This program is a ticketing system where individual incidents and requests can be documented as "tickets," assigned to the proper team, and archived when they are resolved.

EMAILING THE SUPPORT CENTER:

The CCIT Support Center can be emailed at ITHELP@clermson.edu.

Any time someone emails ITHELP@clermson.edu, a ticket is created and placed in a queue monitored by the Support Center on the 2nd floor of Cooper Library. If the issue can be identified immediately, a resolution will be given or the ticket will be routed to the proper team. If more information is needed the technician will email back with questions. Responding to an email from a ticket will reopen the ticket in its current location. This is true even if a ticket is set to "Resolved" or "Closed". Therefore, if you have further questions about an issue you are encouraged to reply.

NOTE: Always click reply to an email sent from ithelp@clermson.edu if you are going to respond. Drafting a new email will create a new ticket and the information from the old ticket will not be copied over.

CALLING OR VISITING THE SUPPORT CENTER:

The CCIT Support Center can be contacted by telephone at (864)656-3494.

If you call or visit the Support Center on the 2nd floor of Cooper Library, we will assist you fully within our capacity. We will also create a ticket about your visit for documentation. Even if the issue is resolved by the time you hang up or leave, you may receive an email about the new ticket that was created. You are also encouraged to reply to this email if you have further questions.

LOST TICKETS:

With hundreds of thousands of tickets going through the system per year, there is a chance of one being routed improperly or resolved prematurely. If you have any question about a ticket or the issue it is based on, you are encouraged to contact us to verify the status. Providing us with the issue number ensures that we can quickly look up the proper ticket.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=65>